



## Background

Digital Transformation initiatives are now common in most countries. Despite the worldwide diffusion of digital strategies, getting the claimed benefits has not been easy for various technological as well as organizational reasons. The challenge for researchers and practitioners is to ensure that the digitization in society leads to transformation and empowerment, and finally to positive, sustained development outcomes. Four waves of Digital Government innovations have emerged in the contemporary times: 1) Digitization – improving internal government operations and delivering better public services, 2) Transformation – facilitating administrative and institutional reform in government, 3) Engagement – engaging citizens and non-state actors in policy- and decision-making processes and 4) Contextualization – supporting policy and development goals in specific sectors and localities. Consequently, there has been significant interest in planning and on developing digital transformation best practices and applying them to ensure that these programmes and initiatives are on the right track and are more aligned to outcomes. A systematic process of planning improves citizen centricity, service orientation and transparency in public service delivery and leads to better inclusion of marginalized groups, women, and minorities. It can help identify opportunities for innovation and technology enabled transformation. This program has been designed with the above objectives. It would provide a broad multi-disciplinary view of digital transformation strategies. It would cover key concepts and best practices in the planning, design, requirement analysis, process re-engineering and impact assessment of digital transformation projects. It would also cover international best practices in citizen engagement, innovation in the public sector etc. Simultaneously, a comprehensive coverage of information security and data protection in relation to government/ public sector is planned. This programme is for Senior Professionals in Government and Public Sector. While the first week of the Programme is at MDI, Gurugram, the second week would be with our International partner at ESCP Europe London Campus. The programme will provide a platform for meaningful interaction and deliberation on opportunities and challenges in the areas of digital citizenship & public service, digital transformation & innovation.

## Objective

The objective of the Programme is to help participants

- Develop understanding of key concepts and issues in Digitization, Digital Transformation and Innovation
- Acquire and sharpen skills towards better management of planning, process re-engineering and evaluation issues in digital transformation projects.
- Incorporate security in the design of digital transformation programs
- Learn from practices of other digital transformation projects.

## Major topics to be covered includes

- Planning for Digital Strategy
- Digital Culture and Inclusion
- Digital Transformation through Innovation
- Open Governance
- Citizen Engagement
- Contextualization
- Sustainability
- Ethics and the Dark Side
- Digital Healthcare and Education
- Smart Cities, Villages and Regions
- Digital India Program, e-Government and Applications
- Evaluation and impact assessment
- Best Practices and Lessons from other Digital Transformation projects
- Cutting Edge Technology and Grassroot Level Value

## Methodology

The programme will have a proper blend of case studies, simulations, presentations, lecture cum discussions, experience sharing, industry visits, group work etc. Participants are expected to bring specific problems/ issues pertaining to their own digital transformation projects which would be taken up in the group project work.

## Intended Audience

This area would be of interest to Senior Professionals in Government and Public Sector, policy makers, practitioners, banks, senior managers of transformation projects, senior business analysts etc.

## Venue & Duration

The programme is scheduled during September 18-30, 2017. While the first week of the Programme is at MDI, Gurugram, the second week would be with our International partner, at ESCP Europe London Campus. The first week of the programme (18-22 September, 2017) is on residential basis at MDI Campus, Mehrauli Road, Sukhrali, Gurugram. Accommodation for participants would be available at MDI campus from the afternoon of September 17, 2017. The second week of the programme would be at London Campus (23-30 September, 2017).

## Registration & Fees

Participants may be nominated by their organizations. The enclosed nomination form should be completed and returned to the Chief Administrative Officer (Programmes), Management Development Institute. **The fee for the program is Rs. 4.41, 000/- (Rupees Four Lakh Forty One Thousand only) per participant which includes professional fee & all charges for lodging and boarding and supply of course material. Service Tax as applicable will be charged extra in addition to the programme fee.** Payment should be made by a crossed demand draft in favour of "Management Development Institute, Gurugram (Haryana)," and sent to the Chief Administrative Officer (Programmes), Management Development Institute, MDI Campus, Mehrauli Road, Sukhrali, Gurugram 122 001 (Haryana), INDIA.

## Last Date

The last date for receipt of nominations is July 17, 2017 and the last date for withdrawal of nominations is July 21, 2017. Any withdrawal received after this date will be subject to deduction as per the Institute's rules. However, substitution may be permitted.

**Nominating organizations are advised to await confirmation of acceptance of nominations before sending the participants to the programme venue.**

## Enquiry

For any Additional information / enquiry, please write to:

Chief Administrative Officer (Programmes)

Management Development Institute

MDI Campus, Mehrauli Road, Sukhrali, Gurugram – 122 007, Haryana

E-mail: caomdp@mdi.ac.in ; Tel No. : +91-124-4560004

## Campus

Direct Tel : +91-124-4560004, 4560534, 4560550

Tel Nos. : +91-124-4560000, 2340173

Fax Nos. : +91-124-4560005

E-mail : caomdp@mdi.ac.in

Website : <http://www.mdi.ac.in>

## Faculty Profile

**Prof. Anjali Kaushik**

**E-mail: [anjaliikaushik@mdi.ac.in](mailto:anjaliikaushik@mdi.ac.in)**

**Phone: 0124- 4560106**

**Mobile No.: +91-9818607477**

### About the Faculty

- Taking e-Governance workshops at MDI and regularly invited MDI, Gurugram at various international and national forums, government organizations as speaker on e-Governance/Cyber Security.
- Representing MDI, Gurugram in Empanelment for Capacity Building and Impact Assessment with DeitY, MoCIT, Gol. Regularly interacting with e-Governance experts across Ministries and Central Government departments,
- Empanelled with National e-Governance Division (NeGD) as a Lead Expert on Cyber Security, Government Process Re-engineering, Government Risk Management, ERP and Innovation.
- Delivered Information Security Policy, Risk Management Framework, and Implementation and Assessment guidelines for e Gov Service Delivery for Ministry of Communication and IT (MoCIT), Government of India.
- Implemented information security, ISO 27001: 2013 in State Data Centre's of Chhattisgarh, Maharashtra and Karnataka
- Working collaboratively with NIST (National Institute of Standards and Technology) of U.S Department of Commerce for development of the framework to meet Indian Government requirements on Cyber Security.
- Have several research papers & publications in the area of Digitization, e-Governance and Public Policy.
- Authored two books on e-Governance on Process Change and Innovations in Public Service Delivery.
- Authored a book on CYBER SECURITY with SAGE Publications titled 'Sailing Safe in Cyberspace: Protect Your Identity and Data'.

**Prof. Nakul Gupta**

**E-mail: [nakul.gupta@mdi.ac.in](mailto:nakul.gupta@mdi.ac.in)**

**Phone: 0124- 4560343**

**Mobile No.: +91-9717863826**

### About the Faculty

- His research has been published in FT 45 journals and magazines. His latest research on talent management in new ventures has appeared in Harvard Business Review's December 2016 edition.
- Has been associated with Stanford University on various initiatives around innovation and entrepreneurship.
- Has represented MDI, Gurugram at various international and national forums on digital entrepreneurship and technology enabled innovation regularly
- Project Coordinator for Impact evaluation study of Prime Minister's Employment Generation Programme.
- Regularly invited as speaker on digital entrepreneurship and analytics at external organizations, government departments etc
- He has international peer reviewed publications in the fields of information science, entrepreneurship, sustainable development etc. along with accolades such as International Climate Champion 2009 and Brightest Young Climate Leader 2010 in his basket of achievements.
- He has been involved with consulting and research work in the fields of entrepreneurship and responsible business with international agencies such Transparency International. He has first-hand experience of developing research instruments and scales and semantic dashboards for and with companies such as Aon Hewitt, KPMG, E&Y etc..



## About MDI

The Management Development Institute (MDI) was established in 1973 with the active support of IFCI following an initial grant received from KFW West Germany. The Institute soon established itself as one of the earliest centers for continuing education in India.

As an endorsement of its front runner position in the field of Post Graduate Education in Management in India, MDI's PGPM (a two-year full time MBA equivalent program) has been awarded "A" Grade by the National Board of Accreditation of All India Council for Technical Education (AICTE). Various surveys have ranked MDI among the top B-schools of the Country. The MDI is the first Indian B-school with Global accreditation AMBA-Association of MBAs, UK. The education programs comprise of two-year full-time PGPM, PGP- HR, PGP-IM, 15-month Executive PGDBM, three-year Executive Management Program, Doctoral level FPM I EFPM, Post Graduate Program in Energy Management, and PG Diploma in Public Policy and Management. In addition to its academic programs, MDI has been a pioneer as well as a market leader in the area of continuing education in management. With over 43 years in this field, MDI conducts nearly 200 weeks of intensive short-term training programs each year, aimed at executives and managers from industry. Over 3000 managers participate in these programs each year. These include open programs, as well as customized organization specific training modules. The approach integrates latest knowledge with best practices through integrated business school activities enabling organizations in pursuit of excellence'.

MDI offers consulting services in the different functional areas of management. The driving force at MDI is a dedicated team of distinguished faculty who has extensive experience and expertise in diverse fields. Over the years, there has been distinctive shift in emphasis from helping design and implement policies, systems and processes in functional domains to cross-functional domains. The institute is recognized by the industry (public and private). Central and State governments, and NGOs and is known for providing quality services to its clients. MDI always strives to provide high quality, cost-effective and timely services to the clients. It has remained contemporary through its primary focus on research, adapting to change and developing innovative strategies to facilitate the process of change in the dynamic business environment. The institute's clients say that it has been able to add value to them by bringing in a strong cross-functional emphasis in their approach to carry out business.

As part of its strong research focus, MDI supports the following research initiatives:

- Centre for Supply Chain Management
- Centre for Excellence in Information Management
- Centre for Entrepreneurship
- Centre for Transformational Leadership
- Centre for Corporate Governance
- Centre for Responsible Business
- Centre for Positive Scholarship

MDI maintains high level of academic excellence in management. It has over 80 full-time faculties who have several years of experience having worked at senior positions in the industry. The faculty is thus able to deliver a healthy mix of practical insights and academic rigor in the classroom. MDI also has strong links with leading international B-schools. This aids in delivering a globalized management curriculum. As part of the global initiatives, student and faculty exchanges go on regularly. Joint research projects are also undertaken. Above all, MDI has a well developed state-of-the-art infrastructure, which includes a library with a collection of over 60,000 volumes, and online access to international journals, a computer center with over 500 PCs, air conditioned lecture halls and syndicate rooms, besides a host of other recreational facilities.

### MDI's International Partners

MDI has active linkages with McGill University Canada, University of Waterloo, Waterloo, School of Public Policy, George Mason University USA, University of Connecticut, USA, Cambridge College, Massachusetts, USA, DeGroot School of Business, McMaster University Canada, Robert H. Smith School of Business, University of Maryland, USA, Marquette University Wisconsin, USA, Bentley College, USA, The University of North Carolina, Kenan-Flagler Business School, Chapel Hill, USA, North Carolina State University Raleigh, North Carolina, USA, ESCP-EAP, France, EOHEC Business School, France, The Institute d'Etudes Politiques de Paris (Sciences- Po), IAE Aix-en Provence, France, Total Professors Association (TPA), Paris, Grenoble Ecole de Management, Grenoble, Bergische Universität Wuppertal, Wuppertal, HHL Leipzig Graduate School of Management, Leipzig, International University in Germany, Bruchsal, European Business School - Oestrich-Winkel, Frankfurt School of Finance & Management, Frankfurt, Vienna University of Eco. & Business Administration, Austria, Copenhagen Business School, Denmark, Aarhus School of Business, Denmark, Solvay Business School, Brussels, The Faculty of Applied Economics, University of Antwerp, Belgium, BI Norwegian School of Management, Norway, Unlversua Carlo Cattaneo. (LIUC), Italy, Bocconi University Milano, Warsaw School of Economics, Poland, Graduate School of Business Economics, Higher School of International Commerce and Finance (WSHiFM), Warsaw, Middlesex University London, UK, School of Management, Asian Institute of Technology, Thailand, Queensland University of Technology Brisbane, University of the Free State, Bloemfontein, University of Otago, Dunedin, Leon Recanati Graduate School of Business Administration, LAHAV Executive Education Centre, Faculty of Management, Tel-Aviv University, Tel-Aviv, Israel, University of Tampere, Finland, Lahore University of Management Sciences (WMS), Pakistan, RSM Erasmus University Rotterdam, Athens University of Economics and Business, Athens, Moscow International Higher Business School "MIRBIS", Moscow, Huazhong University of Science and Technology (RUST), School of Management, China. These linkages operate in the domains of exchange of students, faculty and knowledge. Some executive education programs are co-designed and delivered along with our partners. MDI now has developed a new niche market for foreign institutions in conducting international executive development programs at MDI campus.

## About ESCP Europe - London Campus

### ESCP Europe

Established in 1819, the world's first business school, ESCP Europe was founded by a group of economic scholars and businessmen including the well-known economist Jean-Baptiste Say and the celebrated trader Vital Roux..

The international scope of ESCP Europe has been visible since its early age. Already the class of 1824 counted 30% of international students with 15 different nationalities, amongst them seven Spanish, five Brazilians, five Dutch, four Germans, and two Americans. Language education was an essential part of its first curriculum which included, in addition to French grammar, also courses in English, German, and Spanish. As of 1825, a total of ten languages were taught at ESCP Europe and students had to study at least three of them.

Around one and a half centuries later, ESCP Europe was again a pioneer through the creation of a multi-campus business school. In order to respond to the School's European calling, campuses in Germany and in the United Kingdom were opened in 1973, followed by Spain in 1988, Italy in 2004, and Warsaw in 2015. In the context of an ever more globalized world, the ambition of ESCP Europe today is to train truly European managers by fostering the link between humanistic values and management education. ESCP Europe becomes a veritable European School open to the World.

### ESCP London Campus

The London campus covers over 4,000 square metres, with the main part of the building dating back to Victorian times. There are twelve lecture rooms with seating capacities ranging from 20-150 people, and three breakout/seminar rooms for small discussion groups. In 2014 we added a dedicated Executive Education Suite to our teaching space, providing three additional lecture rooms. Computers are available for student use in the library, Trading Room and computer room, with a total of 63 computers and three printers. Wi-fi is also available throughout the building. Amenities include a student

lounge and recreation room, simulation trading room, language lab, campus cafe and a function space, the latter of which features a magnificent fireplace and stained glass window. The Chapel (so called because it was a place of worship back when our building was an ecclesiastical college) has the original vaulted ceiling and stained glass windows. The central courtyard provides an oasis within the School and is a social hub for staff, faculty and students alike on sunny days.

ESCP Europe students are very active in student associations, both within the School and in the wider community. There are limitless opportunities for social exchange and both personal and professional development through involvement in these associations, which create and organize several situations where students can exchange and share their experiences.

The following associations are currently active at the London campus:

- ESCP Europe Energy Society
- Entrepreneurship Club
- Music Society
- Yes to UN (Call ON'U)
- HeForShe Society
- Movie Nights
- Eevents

Their links with the corporate world in the UK are strong, and there are many opportunities for our students to attend corporate presentations and interviews.

ESCP London campus has a unique set of diverse and erudite faculty that is not only a thought leader in the field of business but also at the cutting edge confluence of digital technologies, public policies and business environment.



**MDI**  
GURGAON

**Management  
Development  
Institute**

Mehrauli Road, Sukhrali, Gurugram 122001, Haryana (India)

Direct Tel. : (+91-124) 4560004, 4560534, 4560550

Tel No. : (+91-124-4560000, 2340173, Ext. 5534, 5550, 5004

Fax Nos. : +91-124-4560005

E-mail: caomdp@mdi.ac.in, website: www.mdi.ac.in